

JAGUAR LAND ROVER SHOP FOREMAN CONFERENCE CALL

JUNE 9, 2016

Today's Presenters

Name	Position
James Osborne	Manager - Technical Service Engineering
Alan Clarke	Manager - Product Investigation & Field Technical Support
Joe Murtagh	Manager – Service Diagnostics & Retailer Technical Support

Today's Agenda

- Latest Vehicle Concerns / Fixes
- Latest Diagnostic Concerns / Fixes
- Bulletins Published
- Response to Questions Raised via Google Form
- Q&A

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
F-PACE	Loss of Satellite Radio	We are currently tracking a number of reports through EPQR and TA for loss of satellite radio audio while driving on F-PACE fitted with InControl Touch Pro audio system. Customers report needing to either tune to FM, then back to satellite or switch the vehicle off, then back on to return sound. Please continue to submit reports for all cases as the root cause of the issue is still under investigation	TBC
F-PACE	Touch Screen Freezing	We are currently tracking a number of reports through EPQR and TA for touch screen freezing while driving on vehicles fitted with InControl Touch Pro audio system. Customers report having to switch the vehicle off, then back on to regain system functionality. Please continue to submit reports as the root cause of the issue is still under investigation	TBC
XJ 16MY	InControl Touch Pro Software Updates	New software has been released for the 16MY XJ fitted with InControl Touch Pro to resolve a number of customer concerns. Please read the bulletin carefully as there are additional steps to programming the module.	LTB00496NAS1
RR Evoque 16MY	Touch Screen Display Night/Day mode not switching automatically.	A customer may complain that the touch screen will not change from night to day mode when set to auto. New software for the touch screen, also know as the Front control/display interface module (FCDIM), has been developed and is available on SDD DVD 146.00. A Technical Bulletin is now on sign off and will be released shortly.	LTB00959NAS1

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
F-PACE XE	Wi-Fi activations failing to complete set-up.	Two weeks ago we informed you of an issue relating to Wi-Fi activation that was believed to be related to a VIN code mapping through Wireless Car. It has now been established the issue is related to VIN/ICCID association, and that this issue affects F-PACE and also XE. Affected vehicles will require the PSIM ICCID to be correctly associated with the VIN in the Wireless Car database. It is likely a campaign to proactively fix all affected vehicles will be required. Some cars may need a new PSIM card to be purchased. Further details to follow. For all F-PACE and XE vehicles in retailer stock, please send an Excel file containing the complete 17 digit VIN and the accompanying PSIM ICCID to Janelle Pharris at (201) 818-8221 or jpharris@jaguarlandrover.com	
XF 13 – 15MY 2.0L GTDI	Safety Recall J061 2.0L Engine Idler Pulley Concern	As previously communicated Safety Recall J061 was targeted for launch on June 17th. We have been able to improve on this timing. A quantity of parts have arrived ahead of schedule and this recall is now being launched today. Some restrictions on parts ordering still apply. Please see Service Bulletin.	J061: Engine Idler Pulley 7-104 USA/CAN
F-TYPE 5.0L 14 – 15MY	Customers may state that the exhaust sound has been reduced.	This may be caused by a change to PCM software. Revised PCM software has been released on DVD 145.07 to address this concern. Should a customer express a concern that the exhaust system sound is not the same as before the PCM software had been updated, please refer to TSB JTB00495 and update the PCM software.	JTB00495NAS1

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
F-PACE XE 3.0L Only	The heater core coolant supply hose retention clip may not have been correctly installed on to the air filter housing.	An Update Prior to Sale Service Action has been released to inspect the coolant hose installation and the hose itself for damage. If the coolant hose is not retained properly, but no damage is found to the hose, please secure the hose as per the bulletin. If there is any signs of damage to the coolant hose, the vehicle **MUST** be held. A update to the bulletin will be released providing further repair information when parts are available. Approximate 1% failure is expected.	K404NAS1
Range Rover RR Sport 16MY TDV6	The customer may state the service indicator message is displayed when the mileage or time to service is below the 16,000 miles (26,000 km) or 12 month service interval.	Service intervals for vehicles with diesel engines are variable; the speed and duration of journeys, particularly city driving, can in some cases affect service frequency. In many cases this is normal behavior and is industry standard for vehicles equipped with Diesel Particulate Filters (DPF). However, there are error states which can lead to increased number of DPF regenerations or increased duration of regeneration. This can increase oil dilution and drive the Service Required message to be displayed sooner than normal. Should a customer report the service message is displayed prematurely, please raise a TA case for further assistance.	SSM 72769

Latest Vehicle Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
XJ 16MY	Customers may report a knock type noise coming from the sunroof area during vehicle body articulation.	This may be caused by the plastic roof opening panel arm inserts not being installed. Update Prior to Sale K391NAS1 is being published to inspect vehicles for the installation of the plastic inserts before customer hand over. For vehicles already in customers possession, should a customer express a concern TSB JTB00368 has been updated to provide repair guidance for the affected vehicles.	K391NAS1 JTB00368NAS2
XJ 16MY	Customers may report a contact that can be heard or felt when raising or lowering the passenger front seat.	This may be caused by a clash between the massage pump and the fore / aft motor connector due to a miss installed fore / aft seat track motor. A TSB is due to be released (currently on sign-off) providing repair instructions on repositioning the seat track fore / aft motor. If a customer expresses a concern prior to the TSB publication, please submit a TA case for repair assistance.	TBC
F-PACE 17MY	Customers may state there is a creak noise from the rear of the vehicle.	A creak noise may be found coming from the rear suspension area. The rear suspension coil spring isolator deforms allowing the spring to contact the body in white cone. New upper and lower spring isolators have been produced to correct this concern. TSB JTB00499 will be published once parts are available. For critical customer concerns on sold cars, please submit a TA case so assistance can be expedited ahead of the TSB publication.	SSM72785 JTB00499

Responses to Questions Previously Raised by Retailers

Vehicle	Customer Concern	Details and Status	Publication
F-TYPE	What is the latest information on DTC P050B-93?	Through the course of the investigation of the concern, several air leaks have been found to be a cause. New repair guidance has been created and published on TOPIx for this DTC.	TOPIx Workshop Manual
XE AWD Models Only	We had one come in with a noise under hard acceleration and also while turning. There's a bracket that's mounted in front of the center support bearing that was contacting the drive shaft and causing the noise.	A secondary under body cross car brace was installed incorrectly to AWD model variants. This bracket is required for RWD models only. Should a customer express a concern of a scrapping noise under the vehicle on an AWD model variant and the secondary under body cross car brace is found to be installed and contacting the drive shaft, please remove and discard the cross car brace. A TSB will be published to address this concern. The timing for publication is TBC.	TBC

Responses to Questions Previously Raised by Retailers

Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 16MY	Is there anything being done for gesture control issues on full size Range Rovers like what has been done on RR Evoque?	The double beep concern while driving/ stopped in the rain found on RR Evoque (reference Q588) is not known occur on Range Rover and RR Sport models due to the differences in vehicle body design and gesture module location. However new gesture module software is being developed for these models to eliminate an audible tone from the gesture feature due to a false gesture input without the smart key within range to address issues like snow pack around the module. The timing for release of this software is TBC. If a customer is experiencing a concern of a false gesture input while driving, please submit a TA case for assistance.	TBC
F-PACE	When is UPS K400 going to be released?	UPS K400 was a Port of entry UPS only. All affected vehicles were updated prior to release of the vehicle from the Port.	

Responses to Questions Previously Raised by Retailers

Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 13 – 16MY	Squeal noise from front High Performance brakes after service pad replacement.	This concern has been under thorough investigation. The root cause is found to be the density of the brake pad material. Tests are being conducted on brake pad durability at higher compressibility levels. Request have been made to get higher compressible tolerance ban parts in market to address customer concerns.	TBC
XF 16MY 2.0L GTDI	I have an unsold vehicle affected by J061. I have an new idler pulley, can I replace the pulley and sell the vehicle?	No, until there is a published Recall repair bulletin the vehicle cannot be repaired or sold. Only when there is a **Published** Recall repair procedure can the vehicle be repaired following the bulletin procedures. The repair can then be claimed to satisfy the Recall to allow the vehicle to be sold. The sale of a vehicle that is under a hold pending a Recall repair completion is against JLR policy and also subject to civil penalties.	J061NAS1
Discovery Sport 15 – 16MY	On the P077 earlier you were saying that the parts are going to ship out. Do we need to order for our inventory or are you shipping us parts based on cars we have on ground?	Initial parts for Safety Recall P077 were shipped to each retailer based on vehicle sales volume. This was done due to the low volume of initial part stock levels. Once adequate stock levels are achieved the restriction on the parts will be removed and normal parts ordering process will resume. This will be a subject of future communication.	P077NAS1

Responses to Questions Previously Raised by Retailers

Vehicle	Customer Concern	Details and Status	Publication
Range Rover RR Sport 13 – 15MY	Front struts have been added to FRED, does a FRED need to be submitted for each side since they are to be replaced in pairs?	Only one FRED submission is required per vehicle. The submission approval (if granted) will cover replacement of both front struts.	LTB00604NAS5
Range Rover RR Sport 16MY	Is there an update on the diesel engine hesitation concern at altitude?	Engineering have been investigating this concern in market at altitude. The root cause has been determined to be poor combustion @ 1700RPM 1st Gear 15~20% accelerator pedal opening. Caused by a combination of Fuel, Altitude, Temperature and Vehicle to Vehicle variation. Reports were received from late February through to the beginning of April, (winter to summer fuel change over period), no reports have been received after 4th April. Engineering are proposing a revised engine calibration that will mitigate this issue to be available before the next fuel change over point (Summer to Winter beginning October).	

Responses to Questions Previously Raised by Retailers

Vehicle	Customer Concern	Details and Status	Publication
TOPIx	Campaigns come out outstanding on topics that are not available. If you click on the link, you know, the hyperlink, it comes up saying there's campaign associated with this.	Concern Issue raised on 5/26 & fixed the next day. Issue cause by scheduled maintenance activity involving removing Mexico from viewing US bulletin content, USA file incorrectly deleted as well.	Hugh Dority
TOPIx	Can we add an attachment process to the feedback button to assist in reporting concerns with the EWD or WSM.	Enhancement request submitted to the UK	Cassey Higgins

THL Most Common TA's

Commodity	Vehicle	Customer Concern	Details
Powertrain	2016/17 XE XF F-Pace	Mil light illuminated with code P025C-11 logged in the ECM.	Follow TOPIx for the fault code details and also check the connections at the Fuel Pump Driver Module for proper pin fitment and tightness
Electrical	XCL	Retailer unable to complete Telematics activation with customer.	Reprogram the Telematics Control Module as existing and then retry the activation with the customer.
Chassis	Range Rover Range Rover Sport	Brake Squeak from front brakes	Follow the TSB's and provide photos of the batch numbers off the pads.
Body			

Latest Diagnostic Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
16MY Range Rover Range Rover Sport Range Rover Evoque 17MY F-TYPE F-PACE XF XE	CCF Compatibility Issue Update	With the release of SDD146.01 SDD is now fully compatible with CCF formats used in MOST STANDARD PRODUCTION vehicles EXCEPT 17MY F-TYPE. Retailers are currently advised that special actions are no longer required when using SDD on these vehicles. While not expected in significant volumes, some vehicles may still require TA support until further enhancements are delivered. (details are provided in JA16TE-07 / SA16TE-09 - issue 10)	JA16TE-07 / SA16TE-09 Final version, issue 10 was released this week.
	After performing certain tasks with SDD, some warning lamps remain illuminated ,and multiple modules are storing “Uxxx-xx” DTC’s as permanent DTC’s.	Using SDD on vehicles with incompatible CCF Formats has caused SDD to corrupt the vehicle configuration. As a result, there are DTC’s and MIL’s that cannot be cleared unless a TA is opened to obtain assistance.	

Latest Diagnostic Concern Fixes

Vehicle	Customer Concern	Details and Status	Publication
XCL	SDD requires additional Firewall and Anti-Virus Exceptions added to the local IT security settings at all retailers.	The SDD Maintenance and Troubleshooting Guide v4.4 will be published no later than June 13th with the required URLs. A service alert will immediately follow to specifically highlight the requirement to take action on this new data ASAP	ALERT # TBD
XCL	SDD Compliance Data for May	The SDD Compliance Metrics for May has just been released. A fix has been released on SDD145.07 that will significantly improve the quality of these reports by resolving a bug that prevented a full spectrum of data for every dealer from being included in these reports. The full benefit of these changes will not be realized until June's data is reported next month. Please review your current statistics when delivered this month, and ensure actions are taken locally to attain full compliance when June's data is reported.	Automated e-mail distribution and follow up by JLR field reps as required.

TOPIx Bulletin / SSM Postings – Jaguar

reference	title
JTB00417NAS3	Automatic Transmission Oil Leak Detection Procedure
JTB00461NAS1	Sunglasses Holder Inoperative
JTB00495NAS1	Exhaust System Noise Reduction
JTB00496NAS1	InControl® Touch Pro™ Features Not Operating As Expected
SSM72557	New Remote Function Actuator (RFA) cannot communicate with Symptom Driven Diagnostics (SDD)
SSM72763	I.P. (Instrument Pack) Warning Light Illuminated
SSM72790	F Pace Front License Plate Plinth Does Not Fit Correctly
SSM72791	X760 Vehicle may not start with BCM DTC U0300-00 stored
SSM72797	Intermittent or no camera image when selecting reverse gear, black screen
SSM72799	Diesel Exhaust Fluid Level Check Application in SDD
SSM72801	Clock display losing time

TOPIx Bulletin / SSM Postings – Land Rover

reference	title
P077NAS2	Non-Compliance Recall: Rear License Plate Lamp Loose
Q600 UPS4516-4bNAS1	Update Prior to Sale: Transmission Calibration
Q588NAS1	Service Action: Gesture Tailgate Bleep
LTB00378NAS3	Transmission Oil Cooler Pipe Leak
LTB00814NAS2	Underhood Lower NVH Pads Freezing
LTB00891NAS2	Roof Opening Panel Rear Glass Seal Loose
LTB00902NAS3	Engine MIL Illuminated With DTC P2096-00 or P2097-00 Stored
LTB00906NAS3	Judder From Transfer Case
LTB00929NAS2	Powered Tailgate Struts Do Not Fully Support The Tailgate
LTB00939NAS1	'Knock' Noise From Front Shock Absorber
LTB00955NAS1	Air Conditioning Service Port Valve Leaks
LTB00956NAS1	Unsatisfactory Second Row Seat Comfort
LTB00989NAS1	'Sport' Badge Red Paint Delamination
SSM72330	`Radar Sensor Blocked` message displayed on Instrument Cluster
SSM72558	New Remote Function Actuator (RFA) cannot communicate with SDD when programming as new.
SSM72800	Diesel Exhaust Fluid Application in SDD
SSM72803	Range Rover Sport L494 Gear Selector Module -Park Button Appearance



THANK YOU!

Q&A